Georgia State University

Job Specification

Job Title: PC Systems Specialist, Intermediate

BCAT Code: 09VN02  Effective Date: April 1, 2007
Pay Grade: G14    FLSA Status: Non-Exempt  Revision Date: July 1, 2013

General Description
Provides professional level computer support to faculty and staff for instruction, research, and administration, such as installing, maintaining, and troubleshooting computer hardware and software.

Examples of Duties
- Installs, maintains, troubleshoots, and diagnoses PCs and/or MACs.
- Upgrades PC and/or MAC hardware and software.
- Consults and provides service support to users of PCs and/or MACs.
- Documents the maintenance conducted on PC and/or MAC hardware and software.
- Attends professional development training sessions.
- Configures PC and/or MAC hardware and software as needed.
- Maintains the inventory database or property control of PCs and/or MACs.
- Trains and advises users of PC and/or MAC software or hardware.
- Installs PCs and/or MACs imaging, utilizing imaging software.
- Performs other professional level specialist duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of computer maintenance, installation, and troubleshooting, practices, and equipment.
- Knowledge of integrated systems and some event driven programming.
- Knowledge of Windows, Banner, Spectrum, Unix, and an understanding of client and server computing.
- Effective time management, customer service, analytical, and organizational skills.
- Ability to multi-task and use independent judgment.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and two years of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.